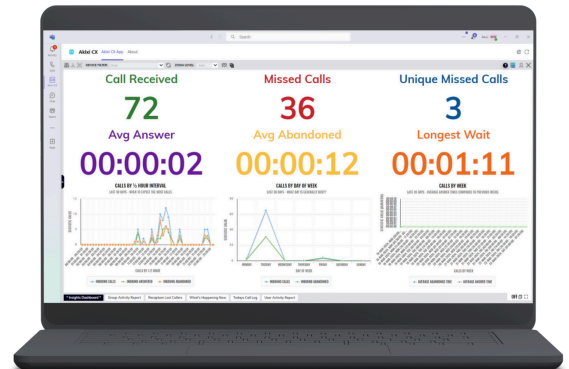
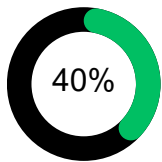


CX Analytics for Microsoft Teams

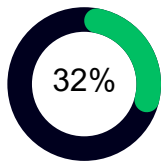
Boost customer satisfaction and agent performance, uncovering missed revenue and retention opportunities – all without the cost and complexity of a full contact center.



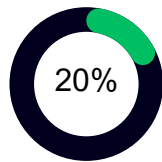
Decrease abandoned call rates by



Decrease call waiting times by



Decrease call length wait time by



CX Analytics is a call analytics and reporting solution that helps organizations increase the chance of retaining customers and securing additional revenue often lost through missed or poorly-handled calls.

The solution provides **real-time and historic** call insights, delivering in-depth visibility of customer engagement and agent performance. These insights are intuitively **embedded within the Teams client** to help organizations enhance service quality and conversion rates.

- ✔ **Stay informed about your KPIs**
Gain valuable insights and real-time visibility into your call center operations and make decisions based on actionable data.
- ✔ **Increase customer retention**
Deliver excellent customer experiences, fostering customer loyalty and trust.
- ✔ **Improve call centre performance**
Keep track of your team to balance workloads and increase productivity while ensuring employee well-being.
- ✔ **Boost revenue**
Capture missed business opportunities and increase sales, ultimately driving revenue growth.

PLATFORM FEATURES

Real-Time Monitoring & Reporting

- ✔ Call Center Dashboards
- ✔ Customizable Wallboards
- ✔ Active Calls Reports
- ✔ Queue Reports
- ✔ Real-Time Call Queue Monitoring
- ✔ Presence Page

Advanced Call Analytics

- ✔ Unreturned Lost Calls Reports
- ✔ User/Auto Attendant Reports
- ✔ Call Center Interval Reports
- ✔ Call Volumes by Day Reports
- ✔ Call Log History
- ✔ User Productivity Reports
- ✔ Group Activity Reports

CRM Integration

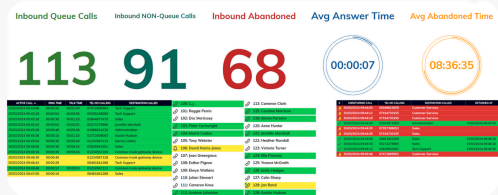
- ✔ Unified view of customer

Compliance & Privacy

- ✔ Secure data policies
- ✔ Granular permissions

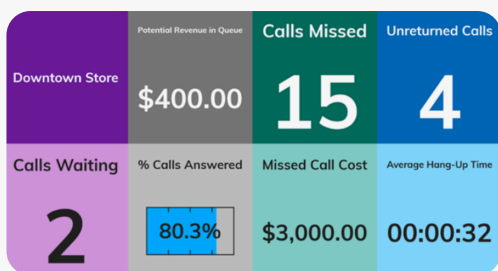
Embedded within Teams Client

Platform Overview



Real-Time Call Center Dashboards

- ✔ Get the full picture of your call center operations.
- ✔ Create custom dashboards using KPIs that matter most to your business.
- ✔ Keep detailed track of all incoming, outgoing, missed, rejected and unreturned calls in one place.
- ✔ Ensure prompt responses and a seamless customer experience.
- ✔ Effectively manage and optimize call centre workloads.
- ✔ Prioritize customer requests based on urgency, complexity, and value.



Unreturned Lost Calls Report

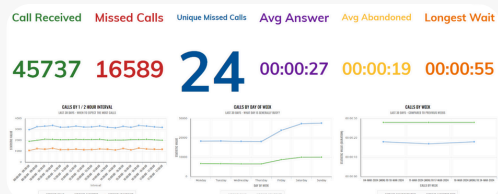
- ✔ Recapture all your missed callers and unreturned lost calls in real time.
- ✔ Recover lost sales and retention opportunities to increase revenue and customer satisfaction.

S	UNRETURNED CALL	TEL NO CALLING	DESTINATION CALLED	RETURNED AT
25/03/2024 10:26:08	00730827768	Tech Support	25/03/2024 10:27:44	
25/03/2024 10:27:08	03651035179	Cameron Knox	25/03/2024 10:29:38	
25/03/2024 10:27:38	07472895563	Administration	25/03/2024 10:28:38	
25/03/2024 10:28:08	01570176652	Jan Bond	25/03/2024 10:29:50	
25/03/2024 10:28:45	07118848285	David Harris-Jones	25/03/2024 10:30:50	
25/03/2024 10:28:26	03946409826	Yvonne McGrath		
25/03/2024 10:29:08	05355108090	Customer Services		
25/03/2024 10:29:56	03651035179	Yvonne McGrath		

Active Calls Reports

- ✔ See how productive your agents are throughout the day with live and historic data.
- ✔ Assess your team workload and adjust as needed.

S	USER	IN ANSWERED	IN ABANDONED	OUT ANSWERED	AVG TALK TIME	AVG HOLD TIME	AVG ANSWER TIME
109	Jillian Stewart	152	37	37	00:01:20	00:00:17	00:00:19
114	Luke Davies	149	45	44	00:01:27	00:00:17	00:00:18
108	Esther Pigeon	134	40	42	00:01:23	00:00:18	00:00:16
107	Joan Greengross	128	33	41	00:01:25	00:00:19	00:00:18
106	David Harris-Jones	123	38	53	00:01:13	00:00:18	00:00:17
105	Tony Webster	119	40	47	00:01:26	00:00:17	00:00:18
111	Cameron Knox	117	45	41	00:01:20	00:00:19	00:00:19
112	Andrew Johnston	115	21	39	00:01:23	00:00:19	00:00:19
116	Jan Newman	113	38	36	00:01:19	00:00:18	00:00:20
113	Cameron Clark	111	33	49	00:01:30	00:00:17	00:00:18
115	Caroline Morrison	108	40	28	00:01:27	00:00:17	00:00:18
104	Morris Coates	25	4	56	00:01:31	00:00:16	00:00:31
101	Reggie Perrin	23	3	45	00:01:27	00:00:20	00:00:35
103	Peter Cartwright	22	6	40	00:01:50	00:00:27	00:00:29
102	Doc Morrissey	20	7	41	00:01:35	00:00:22	00:00:27



Historic Reports

- ✔ Make informed decisions using historical data that can be filtered and analyzed across different metrics.
- ✔ Find out when your customers contact your business to forecast staffing levels and call capacity.
- ✔ Easily identify top and underperforming agents by analyzing KPIs such as calls answered, talk times, hold times, and many more.
- ✔ Set benchmarks and performance targets based on historical data and track if agents are meeting those goals – extremely useful for management appraisals.

S	UNRETURNED CALL	TEL NO CALLING	DESTINATION CALLED	DEVICE OFFERED TO
25/03/2024 10:25:01	06953458733	Claims (Hol)		
25/03/2024 10:29:01	06953458733	Customer Services (Home)		
25/03/2024 10:31:55	06953458733	Claims (Home)		
25/03/2024 10:33:43	08939082201	Sales (Asia)		
25/03/2024 10:33:55	00260489608	Custom Group		
25/03/2024 10:34:07	00260489608	Visa Helpline		
25/03/2024 10:35:31	06953458733	Visa Helpline		
25/03/2024 10:36:13	01103961863	Insurance		
25/03/2024 10:36:49	00260489608	Claims (Other)		
25/03/2024 10:37:01	06953458733	Sales (USA)		
25/03/2024 10:37:13	08939082201	Accounts		